



The Quality Journey

Susan Bane, MD FACP
Vice President of Medical Affairs

Atlantic City Medical Center

- Community Teaching Hospital – 2 Divisions
 - 582 Beds
 - 22,920 Admissions
 - 77,200 ED Visits
- Service Area
 - 250,000 Residents
 - 35,000,000 Visitors
- Services include
 - Level II Trauma
 - Cardiac Surgery



City



Mainland

Performance Improvement (PI)

Toolkit



Outcomes



Leadership

- Board of Governors
 - Quality Management Steering Committee
- CEO
- Physician Champions
 - Volunteer
 - Stipend
 - PI Physician Award



Core PI Staff

- Corporate Director
- Hospital Director
- 4 Coordinator/Analysts
- 1 Secretary



DRG Team – 6SOW

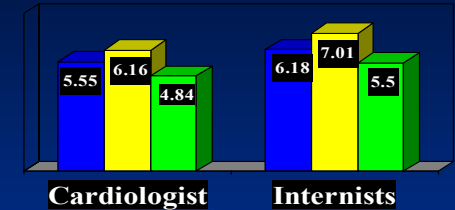
- Senior Administrative Sponsor
- Physician Leader
- Project Manager (PI Staff, Infection Control)
- Nurses
- Educators
- Ancillary Services Reps (Pharmacy, PT, Lab)

- Derived from evidence based guidelines
- Consensus and approval by Divisions/Departments
- Nursing units support deployment

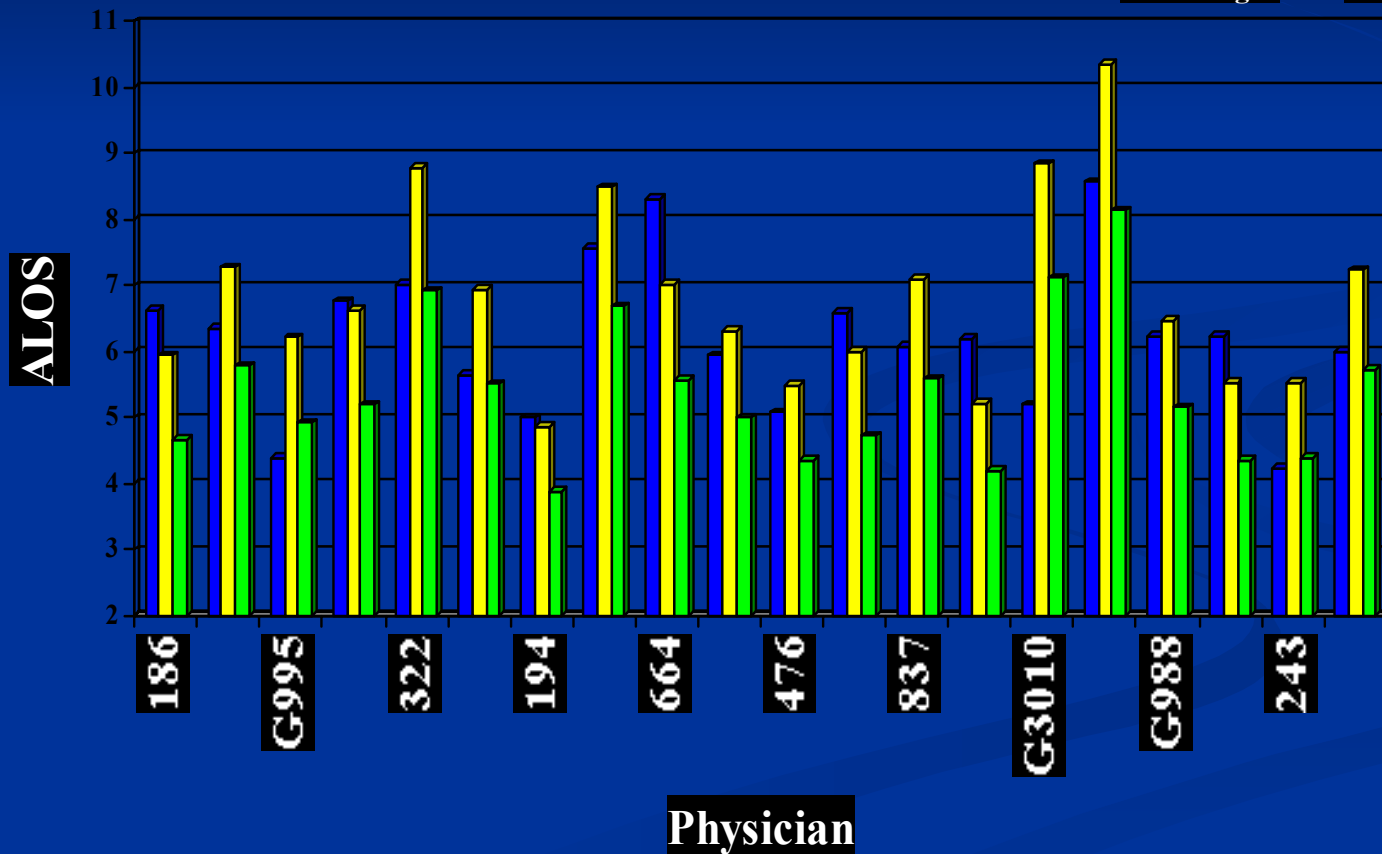
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Decision Support Analysis (HF)

■ ACMC ■ NJ ALOS ■ Nat'l ALOS



■ Physician ALOS ■ NJ ALOS ■ Nat'l ALOS



Integration of PI Activities

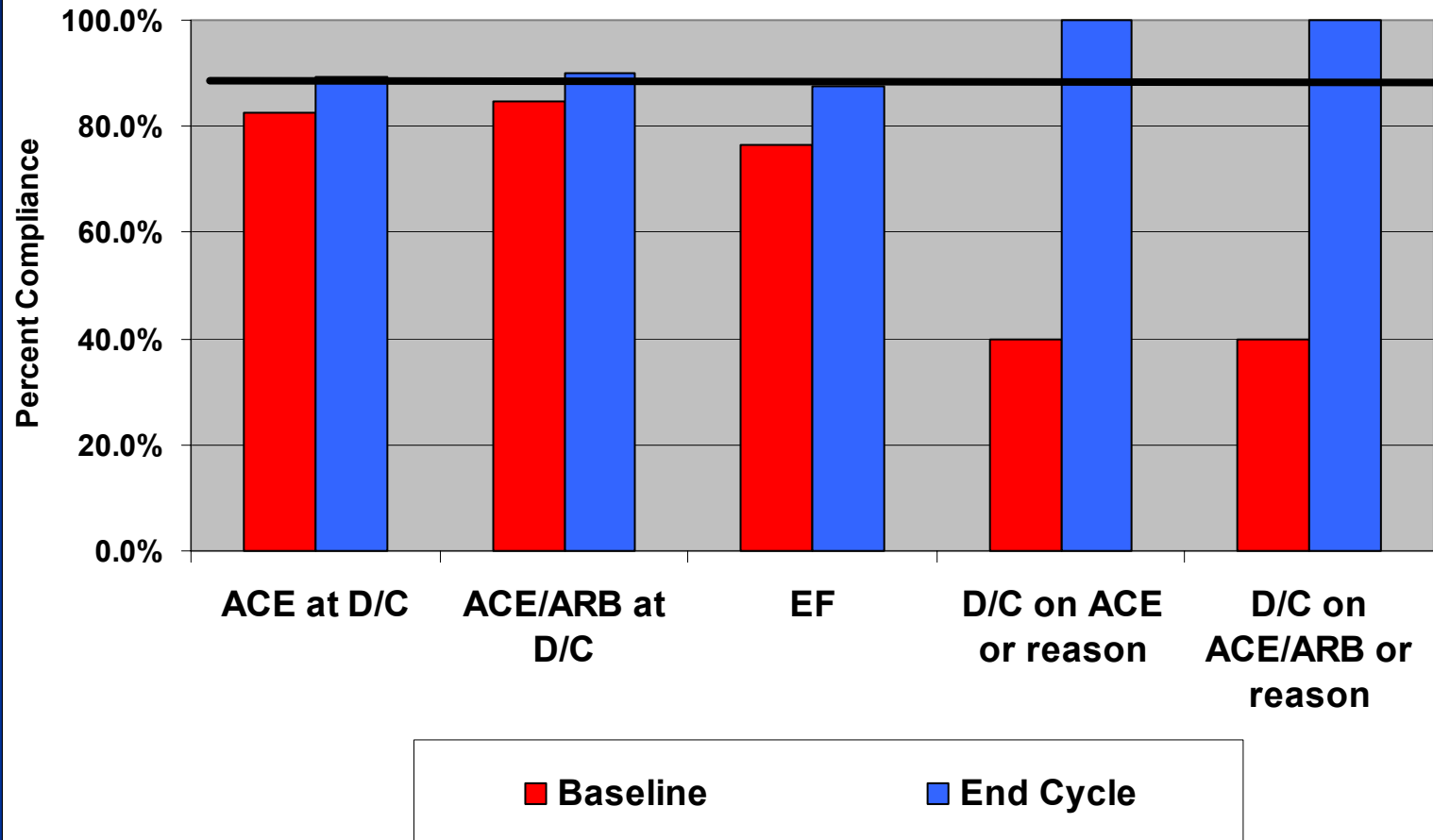
- One set of books
- PRO work = annual Medical Staff Department goals
- Standing agenda items include:
 - DRG reports
 - PRO indicator compliance

Tools Include:

- Leadership
- Core PI Staff
- DRG Teams
- Order Sets
- Data Analysis and Feedback
- Aligned Goals and Reporting

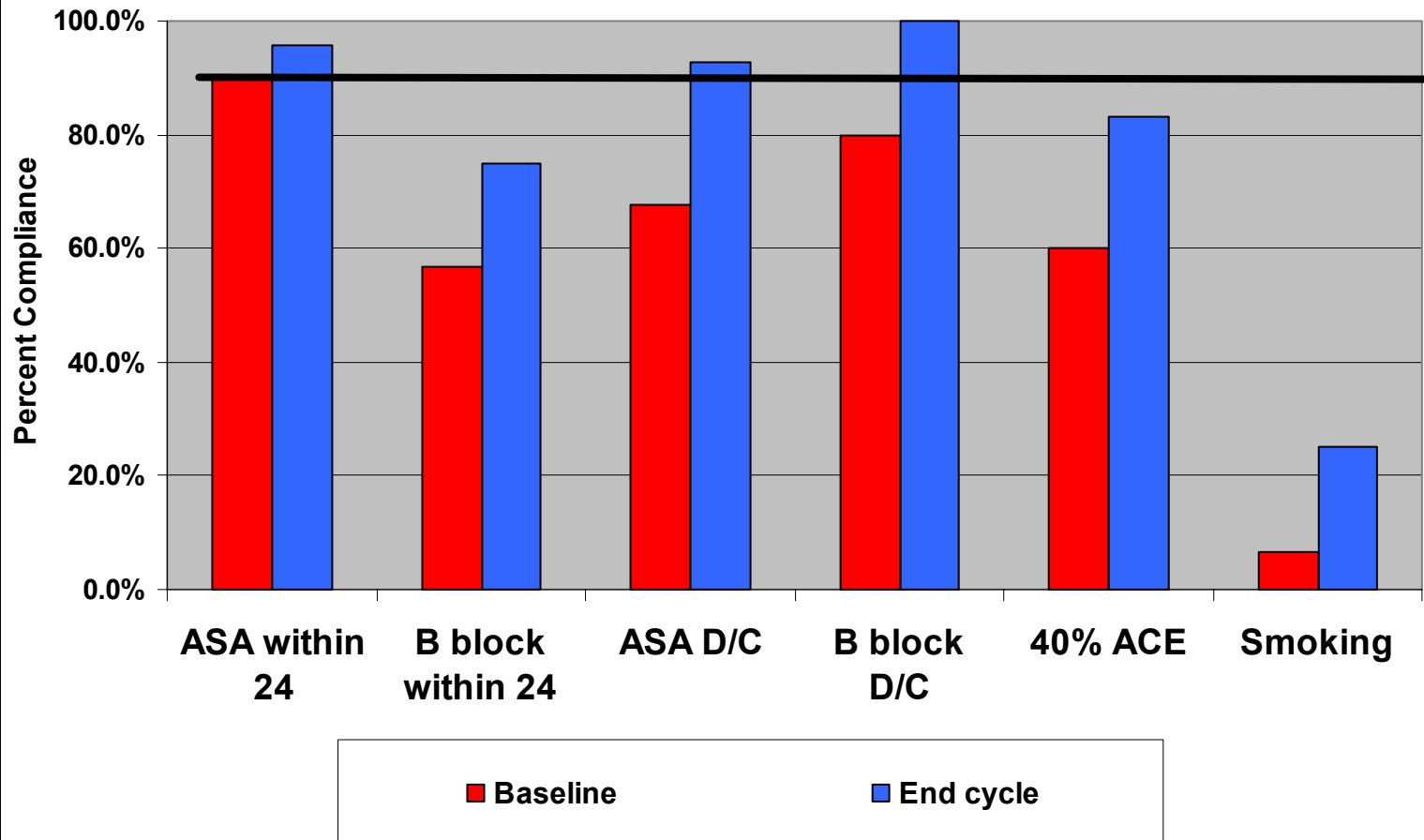
HF Outcomes

Atlantic City Medical Center 6th Scope of Work
Baseline and End Cycle Performance Data (HF)



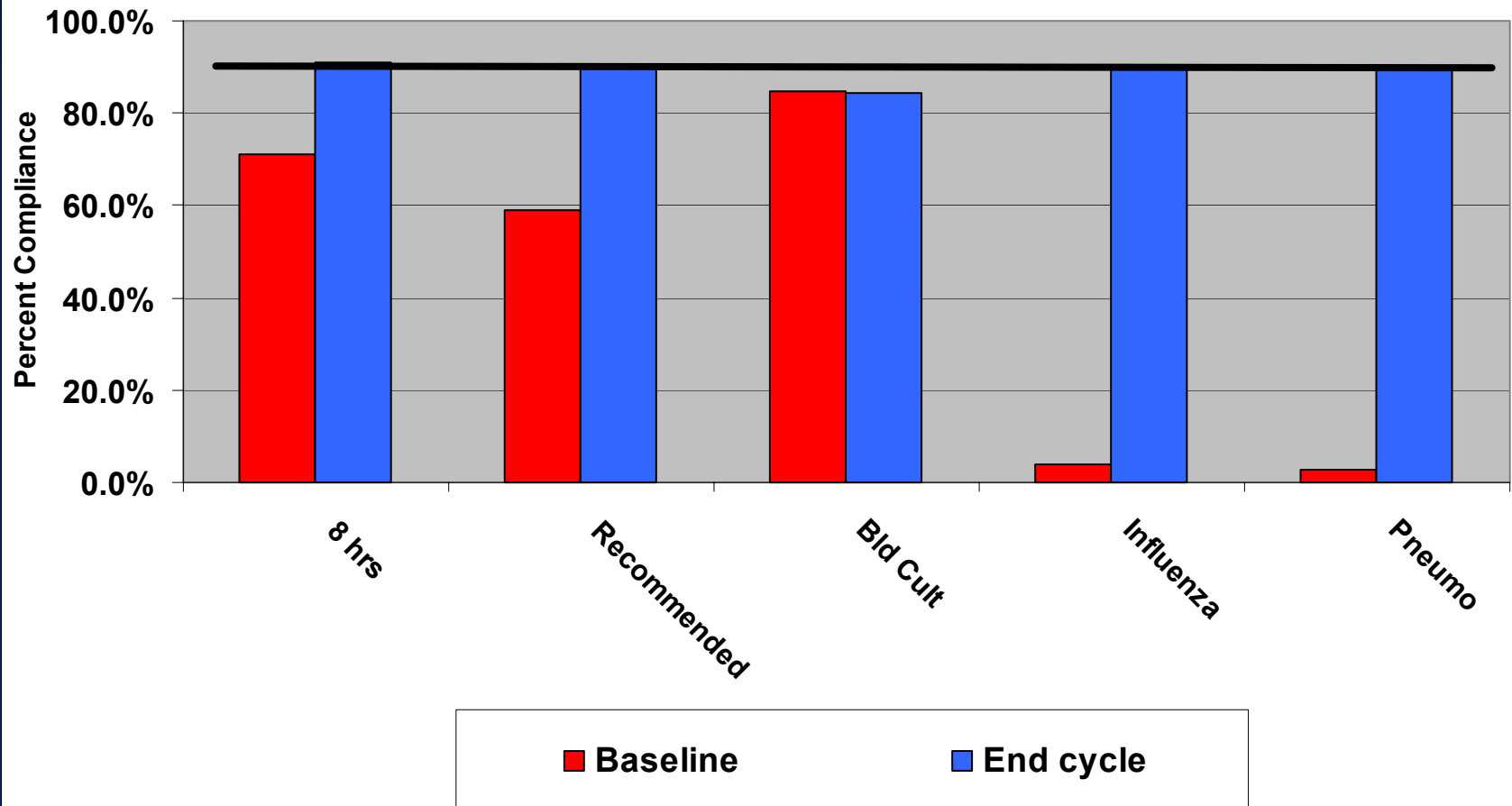
AMI Outcomes

Atlantic City Medical Center 6th Scope of Work
Baseline and End Cycle Performance Data (AMI)



Pneumonia Outcomes

Atlantic City Medical Center 6th Scope of Work
Baseline and End Cycle Performance Data (Pneumonia)



7SOW Enablers

- Unit based leadership must be fully engaged
- 100% concurrent indicator review by units
- Integrate goals into individual performance assessment and management bonus
- Add unit DRG quality scores to electronic balanced score card
- Physicians accountable for goal achievement supported by Medical Management Steering Group
- Senior Administrative Team reviews monthly progress and compliance

Future State



- Computerized Provider Order Entry (CPOE)
 - “Big Bang” of toolkit enhancement
 - Order Sets constructed to default to evidence based choices